

Punctuality Improves for Several Operators

- VTA, Caltrain, BART and SamTrans continue to report the best on-time performances, with all four agencies operating on schedule more than 90 percent of the time. Caltrain’s already high rate of on-time arrival rose from 92 percent in fiscal year (FY) 2003-04 to 97 percent in FY 2004-05.
- With a 91 percent on-time arrival record in FY 2004-05, SamTrans topped the 90 percent on-time threshold for the first time in nearly a decade. This represents the cumulative impact of several improvements over the past few years including implementation of a single, centralized fleet dispatch center from 8 a.m. to 5 p.m. on weekdays; staging stand-by buses at key locations so replacements are ready when buses break down; and adjusting schedules to reflect real conditions on the roadways.
- The on-time arrival rate for San Francisco Muni, which operates under some of the most challenging conditions in the Bay Area, significantly lags many of its peers. Muni

On-Time Performance of Seven Largest Bay Area Transit Operators, Fiscal Years 2000-01 – 2004-05

	Percent of Trips on Time by Fiscal Year					2004-05 Goal
	2000-01	2001-02	2002-03	2003-04	2004-05	
Buses						
Valley Transportation Authority (VTA) ¹	93%	95%	95%	97%	94%	95%
SamTrans ²	85%	84%	84%	88%	91%	85%
Golden Gate Transit ³	85%	87%	85%	82%	81%	90%
Muni (motor bus) ⁴	63%	68%	70%	69%	73%	85%
Muni (electric trolley bus) ⁴	64%	74%	74%	72%	70%	85%
AC Transit ⁵	69%	74%	81%	66%	67%	90%
Rail						
VTA ⁶	93%	84%	90%	96%	97%	95%
Caltrain ⁷	86%	96%	95%	92%	97%	95%
BART ⁸	92%	93%	92%	93%	92%	95%
Muni ⁴	49%	66%	67%	66%	77%	85%

Sources: AC Transit, Golden Gate Transit, Muni, SamTrans, VTA, Caltrain, BART

Notes:

¹ No more than 5 minutes late
² No more than 5 minutes late; prior to 2001-02, no more than 5 minutes late or 1 minute early
³ Less than 5 minutes late and 1 minute early (bus only); prior to 2001-02, no more than 5 minutes late.

⁴ No more than 4 minutes late or 1 minute early
⁵ Never early and no more than 5 minutes late
⁶ No more than 3 minutes late
⁷ Train arrived at the end of the station within 5 minutes of scheduled time
⁸ Less than 5 minutes late at scheduled terminal stations



has pledged to focus on improvements and two of three Muni modes monitored posted significantly better on-time arrivals in FY 2004-05.

- The on-time arrival rate for Muni light-rail vehicles improved from 66 percent in FY 2003-04 to 77 percent in FY 2004-05, and the on-time arrival rate for motor buses rose from 69 percent to 73 percent. On-time arrivals for Muni's electric trolley buses dropped slightly from 72 percent to 70 percent.
- With an improvement from 66 percent on-time in FY 2003-04 to 67 percent on-time in FY 2004-05, AC Transit appears to be heading in the right direction. However, AC

Transit's rate of on-time arrival still lags below levels achieved in recent past years.

- Two bus operators posted small decreases in on-time performance. Golden Gate Transit's on-time record dropped one percentage point from 82 percent in FY 2003-04 to 81 percent in FY 2004-05. This continues a slow decline in on-time performance over the past five years. While VTA's on-time record dropped from 97 percent in FY 2003-04 to 94 percent in FY 2004-05, the system still boasts the highest on-time rate among the region's major bus operators.